Survey Results (Included Responses)

Go to Individual Complete Responses:

☐ Show respondent's emails.

INCLUDED RESPONSES ▶

EXCLUDED RESPONSES ▶

Included Respondents: 262
Excluded Respondents: 0

○ Cross Tabulate
Cross reference multiple questions

○ Download Results
Receive results in spreadsheet format

KYVL Online Resources Customer Satisfaction Survey - Academic

Report created on: Monday, May 16, 2005 11:12:00 AM

The results of your survey are displayed below. If your survey includes text responses, click the "View" button to read individual results. To exclude a particular response, click the Included Responses button. You can then view the set of individual responses that are currently included and select those you wish to exclude. Results below contain only Included responses

EXCLUDE BLANK RESPONSES

Launch Date	02/07/2005 - 2:29 PM
Modified Date	
Close Date	04/18/2005 - 4:19 PM
Email Invites	0
Visits	643
Partials	6
Completes	262

Responses: ● Completes only   ○ Partials only   ○ Completes & Partials

Help us provide you with the online information resources that you need. Please complete the following survey and submit it to us.

1. I am a:

	Number of Responses	Response Ratio
Library Customer	162	62%
Librarian	67	26%
Library Staff Member	33	13%
Total	262	100%

There are two ways you can search these resources after you click on the Find Books, Articles, and More. One is by a group of databases (online resources) by subject area. The other is to directly connect to the resource provider. Please respond where appropriate.

2. Please rate the following Online Resources found on KYVL. The resource is listed followed by the(vendor/provider).

The top percentage indicates total respondent ratio; the bottom number represents actual number of respondents selecting the option	1 Poor	2 Fair	3 OK	4 Good	5 Excellent	N/A
1. Academic Search Premier (EBSCO)	1% 2	2% 6	9% 24	25% 63	55% 138	8% 20
2. AGRICOLA (EBSCO)	1% 3	5% 12	15% 36	25% 62	15% 37	39% 95
3. Alt-Press Watch (ProQuest)	2% 4	5% 11	15% 36	24% 59	24% 57	31% 75
4. ArticleFirst (OCLC)	2% 5	8% 20	17% 43	24% 60	21% 51	27% 67
5. Biography Reference Bank (Wilson)	1% 3	5% 13	13% 32	26% 62	24% 58	30% 72
6. Business Source Premier (EBSCO)	0% 1	2% 5	10% 25	26% 63	35% 85	25% 61
7. Career and Technical Education (ProQuest)	2% 4	3% 8	16% 38	25% 61	20% 49	34% 81
8. CINAHL (EBSCO)	0% 1	2% 6	15% 37	26% 62	22% 54	34% 81
9. Clase and Periodica (OCLC)	2% 5	3% 7	14% 32	17% 39	8% 18	57% 132
10. Clinical Pharmacology (EBSCO)	1% 2	4% 10	11% 27	22% 52	13% 32	49% 117
11. Computing (ProQuest)	1% 3	3% 6	14% 33	20% 46	17% 39	46% 108
12. ContentsFirst (OCLC)	2% 5	7% 17	15% 36	19% 45	11% 26	45% 107
13. EBSCO Animals (EBSCO)	1% 3	6% 14	13% 31	17% 41	13% 30	49% 116
14. Electronic Collections Online (OCLC)	2% 5	4% 9	15% 34	26% 60	15% 34	39% 91
15. Electronic Theses and Dissertation (UK)	2% 4	4% 10	15% 35	17% 40	11% 27	51% 119
16. Encyclopedia Americana (Grolier)	0% 1	3% 7	17% 41	30% 72	24% 58	26% 62
17. ERIC (OCLC)	2% 5	7% 17	12% 29	22% 51	20% 48	36% 85
18. ERIC (EBSCO)	1% 3	3% 8	11% 26	27% 65	32% 78	25% 61
19. Funk & Wagnall's New World Encyclopedia (EBSCO)	0% 1	5% 12	15% 36	26% 62	19% 44	34% 79
20. GPO Monthly Catalog (OCLC)	1% 3	6% 14	12% 29	17% 41	10% 23	53% 125
21. Grolier Multimedia Encyclopedia	0%	5%	15%	25%	17%	38%

Resource						
(Grolier)	1	12	35	59	40	90
22. Health Source: Consumer Edition (EBSCO)	0%	4%	14%	25%	23%	34%
	1	9	33	61	55	82
23. Health Source: Nursing/Academic Edition (EBSCO)	0%	2%	9%	24%	24%	40%
	1	5	22	57	58	96
24. International Index to Music Periodicals (ProQuest)	2%	4%	10%	18%	12%	53%
	4	9	24	43	29	124
25. Kentuckiana Digital Library (KYVL)	1%	2%	15%	31%	23%	29%
	2	5	36	72	53	67
26. Ky. Adult Education Resources (KYVAE/KYVL)	1%	3%	14%	17%	10%	55%
	3	7	32	39	23	127
27. LINCS—National Institute for Literacy (LINCS)	1%	3%	10%	15%	7%	64%
	3	7	24	34	17	149
28. MAS Ultra: School Edition (EBSCO)	1%	5%	12%	15%	14%	53%
	2	12	28	36	32	126
29. MasterFILE Premier (EBSCO)	1%	3%	12%	24%	22%	38%
	2	7	28	57	52	91
30. MEDLINE (EBSCO)	0%	3%	9%	25%	28%	34%
	1	6	22	60	67	81
31. MEDLINE (OCLC)	1%	5%	14%	19%	16%	46%
	2	11	33	43	37	106
32. Middle Search Plus Online (EBSCO)	1%	4%	13%	16%	12%	54%
	3	9	30	37	28	125
33. New Book of Knowledge (Grolier)	1%	4%	13%	20%	11%	51%
	3	9	30	46	27	120
34. Newspaper Source (EBSCO)	0%	5%	14%	30%	30%	20%
	1	13	34	73	72	49
35. NoveList (EBSCO)	0%	3%	12%	23%	19%	42%
	1	7	28	53	45	99
36. PaperFirst (OCLC)	2%	4%	15%	18%	11%	51%
	4	9	35	41	25	117
37. Pre-CINAHL (EBSCO)	1%	5%	13%	17%	13%	50%
	2	12	31	40	30	117
38. Primary Search Online (EBSCO)	2%	1%	14%	22%	19%	42%
	4	3	33	51	45	98
39. ProceedingsFirst (OCLC)	2%	5%	13%	16%	10%	54%
	4	11	31	38	23	124
40. Professional Development Collection (EBSCO)	1%	3%	10%	26%	25%	36%
	2	6	23	61	58	83
41. Psychology & Behavioral Sciences Collection (EBSCO)	0%	3%	12%	28%	34%	23%
	1	6	28	67	82	55
42. PsycINFO (EBSCO)	0%	3%	12%	25%	31%	29%
	1	6	29	60	73	68
43. Regional Business News (EBSCO)	0%	3%	18%	22%	13%	43%
	1	8	41	52	31	101
44. Religion & Philosophy Collection (EBSCO)	0%	4%	13%	24%	25%	34%
	1	9	30	57	58	80
45. Sociological Collection (EBSCO)	0%	2%	13%	24%	29%	31%
	1	4	31	57	69	73
	1%	3%	16%	24%	18%	36%

	1	2	3	4	5	
46. TOPICsearch (EBSCO)	3	8	37	57	43	85
47. Union List of Periodicals Database (OCLC)	2% 4	1% 3	18% 41	22% 51	17% 40	40% 93
48. World Almanac (OCLC)	2% 5	3% 8	15% 34	25% 57	13% 31	42% 96
49. WorldCat Database (OCLC)	1% 3	2% 4	11% 26	20% 47	39% 93	27% 64

3. Overall, how would rate this group of KYVL online resources?

The top percentage indicates total respondent ratio; the bottom number represents actual number of respondents selecting the option	1 Poor	2 Fair	3 OK	4 Good	5 Excellent
1.	1% 2	3% 8	17% 42	46% 116	33% 82

4. Which of the following subject areas would you like to be better covered in the KYVL online resources?

		Number of Responses	Response Ratio
Biology		46	21%
Business		43	19%
Chemistry		27	12%
Computer Science		35	16%
Current Events		58	26%
Education		71	32%
Engineering		18	8%
History		77	34%
Library Science		29	13%
Literature		71	32%
Mathematics		27	12%
Medicine		41	18%
Physical Science		31	14%
Psychology		54	24%
Sociology		42	19%
Technology		47	21%

5. What subject areas other than those listed above would you like to see as a part of the KYVL online resources?

VIEW   101 Responses

If there are specific databases which you would like to see added to the KYVL online

6. resources, please list them.

VIEW 64 Responses

If you would be willing to participate in a focus group via email, please provide your name
7. and email address.

VIEW 37 Responses

Thank you for your help!

Survey Results (Included Responses)

REPORT OVERVIEW

KYVL Online Resources Customer Satisfaction Survey - Academic

Questions that required written responses are displayed by individual query. The "Report Overview" button or "Back" button will return you to your survey results.

Each individual respondent is referenced under the # column.

5. What subject areas other than those listed above would you like to see as a part of the KYVL online resources?

#	Response
1	Possible reference database, e.g. Oxford Reference Online, Magill Online, etc.
2	Communications, Philosophy, Religion
3	Social Work as distinct from sociology
4	Linguistics
5	International biography, literary biography/criticism of foreign authors
6	Criticism about past and current authors in full text.
7	Genealogical
8	Detailed information on computer technology and computers in general. (Graphs, peer reviewed journals, full text articles, etc.)
9	unsure
10	Speech Pathology
11	NOne...get Science Direct
12	I'm satisfied with what is already active. When searching for something all the information is there.
13	More Religious Subjects
14	Kentucky newspapers
15	na
16	Music
17	post-secondary education adult education/technology areas
18	Education and current events
19	biblical studies and such.
20	Science Education (specifically) Life Sciences (more coverage)
21	criminal justice/law
22	religion
23	I do not use KYVL.
24	Accounting
25	Not really sure
26	Environmental Science

27	None
28	legal
29	grammar tutorials
30	Neonatal care unit physicians/nurses Family relations/connections Infant care
31	entertainment movie information theater distribution costs
32	art history
33	international cooking
34	english
35	Communication
36	none
37	more local resources
38	music
39	Cannot access Wilson Web since do not have password.
40	Geography
41	Paralegal
42	Philosophy
43	Humanities overall
44	Art, Music, Adveritisin, DvD's on different types of subjects not only in one or two
45	Logistics and Supply Chain Mgmt
46	Never heard of KYVL
47	local newspapers; law; dispute resolution; culinary and hospitality;
48	Music, Art
49	rhetoric writing
50	more special ed full text journals
51	Public Affairs and Chaplains
52	Dispute Resolutions and Mediation Courses.
53	The Jerry Springer Chronicles
54	n/a
55	culinary
56	Philosophy, Comparative Religion, World History, African American topics and History,Biographies, Int'l. Politics, Hispanic/English sources
57	none
58	community development
59	literary criticism
60	Accounting, Federal Taxation issues and updates, Examples of the use of accounting procdures, CPA exam requirements and study guides, Etc....
61	Public Health Nursing Pharmacy
62	Zoology, dentistry
63	accounting sources
64	Local information
65	communication
66	natural resources, forestry, outdoor recreation, environmental eduacation
67	More narrowed down searches. I dont want to have to search and search through everything.
68	Arts and Humanities
69	School Law
70	marketing/advertising
71	community development
72	Appalachian Studies Anthropology Physical Anthropology
73	Cyberpsychology, Latin American history & culture
74	Genealogy, Kentucky Newspapers

75	culinary arts
76	Music. Theater and Art
77	aquaculture - a sub-area under biology
78	i did not know this existed - i always go to the web direct - ill try it next time
79	Medical Terminology
80	huanities in general
81	mass media, journalism, communications
82	Physical Education/Physical Therapy/Nutrition
83	Kinesiology--sports medicine, sports training
84	Criminal Justice, Corrections, Police Studies, Fire & Safety
85	wildlife
86	Philosophy
87	Film
88	Art
89	Culinary
90	I've not used any of these databases personally, but I have directed students on how to use them.
91	3D Engineering Graphics
92	Rehabilitation
93	social work, anthropology, folk studies
94	Physical Therapy research/Journal articles
95	Religious studies. The current collection is good, but could be better.
96	Music, Human Resources, Dental, Art
97	Social and Behavioral databases which you would like to se added
98	Health Sciences - professional literature More fun text articles free or at least available quick & cheap.
99	Religion, Philosophy
100	Communication Religion
101	Communication, Law

Survey Results (Included Responses)

REPORT OVERVIEW

KYVL Online Resources Customer Satisfaction Survey - Academic

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Each individual respondent is referenced under the # column.

6. If there are specific databases which you would like to see added to the KYVL online resources, please list them.

#	Response
1	serial database e.g. AtoZ by EBSCO to keep track of journals
2	Communication & Mass Media (EBSCO) MLA Philosopher's Index ATLA Religion Index
3	Biological and Agricultural Index JSTOR
4	Academic Humanities Index
5	Newsbank and historical backfile from NYT
6	unsure
7	ABI/INFORM Global, basically any ProQuest product that could match or outstrip the EBSCO offerings. I just think they've got stronger academic content.
8	Science Direct or Web of Science, both of which are too costly.
9	Religion
10	NewsBank Newspapers
11	na
12	n/a
13	i don't know.
14	I am not sure that I know the names of other databases. I do know that I do not always have access to the journals that I find through Medline and Pubmed searches.
15	Boks in Print
16	MLA International (EBSCO)
17	I do not use KYVL.
18	Do not know of any others.
19	No
20	movies
21	none
22	Communication and Mass Media Complete
23	infotrac, Factiva
24	newspaper archives for kentucky newspapers
25	I'd love to have the Gale Opposing Viewpoints database.
26	MLA

27	N/A
28	Never heard of KYVL
29	MLA Database would be nice
30	Modern Language Association International Bibliography
31	Ebsco Hospitality and Tourism database; Factiva; some of the Alexander street databases in the humanities; Ethnic NewsWatch; GenderWatch; e-books! I would prefer to see a strategy - in whole or in part - whereby all databases could be accessed by the community of users in the marketplace, and KYVL would pay for them (PPV): this would allow the market to dictate unequivocally what is needed. Maybe the current KYVL-subscribed libraries would be willing to pay more to get more: many subscribe to KYVL, but then get their own library-specific databases to support local needs: if they could get those super-KYVL databases at prices somewhat less than they are paying now, I think they would participate at a greater level.
32	mla
33	don't know
34	Any related to Question 5 such as: ADR, Mediate.com,EEOC, FMCS, NLRB, and others.
35	I have ready submitted a survey, but had an additional thought: for the basic KYVL searcch, it would be nice to have only one search box which would perform federated searching of all the databases. The rationale for this is that most basic users probably do not know enough about the databases to know which one to use. A federated (cross-database) search would eliminate the need as well as the illusion that they know which one to use or that KYVL expects them to know. Keep, however, the advanced search with all the bells and whistles in case it is needed by librarians, or other advanced users.
36	n/a
37	MLA Bibliography
38	jstor
39	JStor
40	accounting databases
41	The databases are too difficult to navigate. I can NEVER find the books I am looking. Whatever happened to a nice simple card catalogue?
42	Dissertation abstracts
43	Communications and Mass Media
44	Please add the following journals to your databases: Now and Then; Appalachian Journal; and Journal of Appalalachian Studies. also the newspaper articles should be more easily searched/accessible. a stronger collection of topographic maps relating to southeastern Kentucky.
45	I would like to see the journal "Cyberpsychology & Behavior" & "Americas Magazine" added to the collection.
46	IEEE Computer Society, ACM Portal
47	Databases offered by the Gale group dba Thomson/Gale such as Infotrac e.g. Business and Company Resource Center Literature Resource Center - LRC InfoTrac OneFile etc.
48	Electronic collections on line
49	MLA, JSTOR (dream), Library Lit, Literature db from Gale, Lexis-Nexis
50	Please bring back Communications and Mass Media (EBSCO)
51	Science Direct
52	Communication and Mass Media
53	FireDoc
54	none that I can think of at the moment
55	MLA Bibliography HarpWeek
56	MEDLINE w/full text; MLA (or other literature) w/full text
57	N/A
58	OT Source
59	Information Technology
60	Physical Therapy
61	Art Index
62	CommDisDome
63	MLA International, Medline with Fulltext
64	I always preferred PsycLit, but I think PsycINFO is a decent substitute.